

## **The Tempe Way**



### **MISSION:**

To make Tempe the best place to live, work and play.

### **VALUES:**

People... Integrity... Respect... Openness... Creativity... Quality...

## **PERMIT CENTER SUPERVISOR**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To plan, direct and supervise the activities of the Development Services Permit Center; to perform a variety of duties involved in providing customer information and assistance related to the private development process, including planning, building, engineering, police and fire services; coordinate the issuance of various required private development permits such as building construction and signage.

### **Supervision Received and Exercised:**

Receives general direction from the Deputy Development Services Manager - Building Safety.

Exercises direct supervision over technical Development Services staff.

### **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Supervise, direct and organize section staff and activities including the processing of applications and associated submittal materials; routing and tracking of plan submittals; the issuance of private development permits; the collecting of all monies and fees related to private development, sale of codes and ordinances, etc.; the maintenance of department files; the updating and automation of the permitting process; and the administration of the Citywide addressing policy and procedures.
- Recommend goals and objectives; assist in the development of policies and procedures; evaluate operations and activities of assigned responsibilities; recommend improvements and modifications.

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### Permit Center Supervisor (continued)

- Direct, oversee and participate in the development of the section work plan; assign work activities, projects and programs; monitor work flow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Prepare the section budget; coordinate the division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved section budget.
- Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Answer questions and provide information to the public; establish a strong customer service environment; investigate complaints and recommend/implement corrective action as necessary to resolve complaints.
- Supervise the preparation of all approved private development accounts for billing and accounting from computer information and reports.
- Compile a variety of financial or statistical records.
- Perform related duties as assigned.

### **Experience and Training Guidelines:**

#### **Experience:**

Four years of technical and/or customer support experience, preferably in the private development or municipal permitting process, including utilization of a geographic information database, in a development, architectural, building, engineering, or planning environment, including considerable public contact. Lead or supervisory experience is highly desirable, preferably with a public organization.

#### **Training:**

Equivalent to an Associate's degree from an accredited college or university in architecture, landscape architecture, planning, engineering, real estate, business or public administration.

#### **Licenses/Certifications:**

Possession of ICBO/ICC or equivalent certification as a Permit Technician, Building Inspector, Plumbing Inspector, Mechanical Inspector, Electrical Inspector, or Plan Reviewer. Other comparable certificates issued through a recognized code making body may be approved as an alternative.

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Permit Center Supervisor (continued)

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 104.**

**Job Code: 5110**

**Salary Range: 35**

**Compensation Plan: P40/Regular**

**FLSA: Exempt**